

MCDHH

after  
HOURS

Emergency

Interpreter /

CART Service

for Deaf, Late Deafened, and Hard of Hearing people

1-800-249-9949 TTY/Voice



Please Post

for Medical  
Mental Health  
Legal Emergency  
Interpreter Needs

#### After-Hours Service

During evenings, nights, weekends and holidays, the MCDHH Emergency Interpreter/CART Service line is forwarded to either a), the Second Shift Referral Specialist or b), the MCDHH answering service. The Emergency Referral Specialist handles all emergency calls that occur between the hours of 5 PM through 10 PM Monday through Friday. All other "after hours" emergencies are handled by the MCDHH answering service. When a call comes in, the Emergency Referral Specialist or answering service will page the on-call interpreter. For situations requiring CART Providers, CDI's, and Oral Translitterators, we refer to a special back up list. At this time, interpreters sign up to be on-call in eight regions of the state. All interpreters are trained in medical, mental health, and/or legal emergency situations. Although we strive to have one interpreter on call per region, interpreter participation in this system is voluntary; therefore there may be shifts when no one is on call for a particular region(s).

#### Weekday daytime requests

For emergency requests for Interpreters/CART during regular workdays, Monday through Friday, 8:45 am to 5:00 PM, call 1-800-249-9949 TTY/Voice. This is a hotline for emergencies only and is answered by the staff of the MCDHH Interpreter/CART Referral Service. During regular workdays when MCDHH office is open, MCDHH will seek to contact and refer qualified, available interpreters as soon as possible but does not currently have on-call interpreters waiting and dedicated for emergency purposes.

#### Important Note

The After-Hours Emergency Interpreter Service is **only** for medical, mental health, and legal emergencies requiring **immediate** interpreter services during hours when the MCDHH Referral Service is closed. For all **non-emergency** situations, call MCDHH at 617-740-1600 Voice and 617-740-1700 TTY Monday through Friday, 8:45 am to 5:00 PM. **Non-emergency** interpreting requests will not be accepted on the emergency line.

#### **Massachusetts Commission for the Deaf and Hard of Hearing**

150 Mt. Vernon St.  
Fifth Floor  
Dorchester, MA 02125  
617-740-1600 Voice  
617-740-1700 TTY  
617-740-1699 Fax  
800-882-1155 Voice  
800-530-7570 TTY